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The German Anti-Botnet Advisory Center

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Why an Anti-Botnet Advisory Center?

- There are several million computers worldwide that are part of a Botnetwork – unnoticed by computer owners
- Germany ranked within the Top Ten
- Botnets compose an infrastructure for organized Internet crime

Which dangers are involved within Botnets?

- Distribution of Spam
- Deployment of malicious software
- Server attacks (DDos-Attack)
- Tapping data (Phishing)

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Goals of an Anti-Botnet-Advisory Center

- Support users on the subject of Internet security
- Reduce Botnetworks: Free infected computers from malicious software
- Withdraw cyber criminal foundations
- Get Germany out of the Top10 Ranking of malicious activity

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What does the Anti-Botnet Advisory Center do?

- helps remove malicious botnet software from an affected users computer
- work together with Internet-Service-Providers (ISPs) and Anti-Virus Software Vendors
- target group: all users using Windows-Computers

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What does the Anti-Botnet Advisory Center do?

- ISPs/banks detect and notify (various channels) infected customers and refer them to the website of the advisory center
- Call Center module: step-by-step guidance on the phone if necessary
- Ticket System without personal data (Ticket-ID) reports back to ISP/bank

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General Framework

- Project setup started March 2010
- Project operation started 15th September 2010
- Start-up funding of up to 2 Million EUR (1,5 Mio spent)
- eco, the association of German ISPs, acts as the exclusive project manager for the initiative
- eco guarantees the continuation for at least another year without additional funding of the government
- BSI provided technical expertise and supports eco
- ISPs take the necessary technical and organisational steps to implement the initiative (informing users, ..)

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Inform → Clean → Prevent

- Internet-Service-Provider (ISP) and/or Bank inform customers of a Botnet infection on his/her computer

- A customer – including all others who are interrested too - should visit – www.botfrei.de (available so far in German, English, French, Spanish, Danish, Irish and Turkish language)

- Under *Inform* he/she receives detailed Information about Botnets, Malicious Software and Internet-Security

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Inform → Clean → Prevent

- **DE-Cleaner** detects malicious software and removes it.
- The DE-Cleaner System Recovery-CD can be used for heavily infected computers
- Telephone support hotline help customers needing additional help

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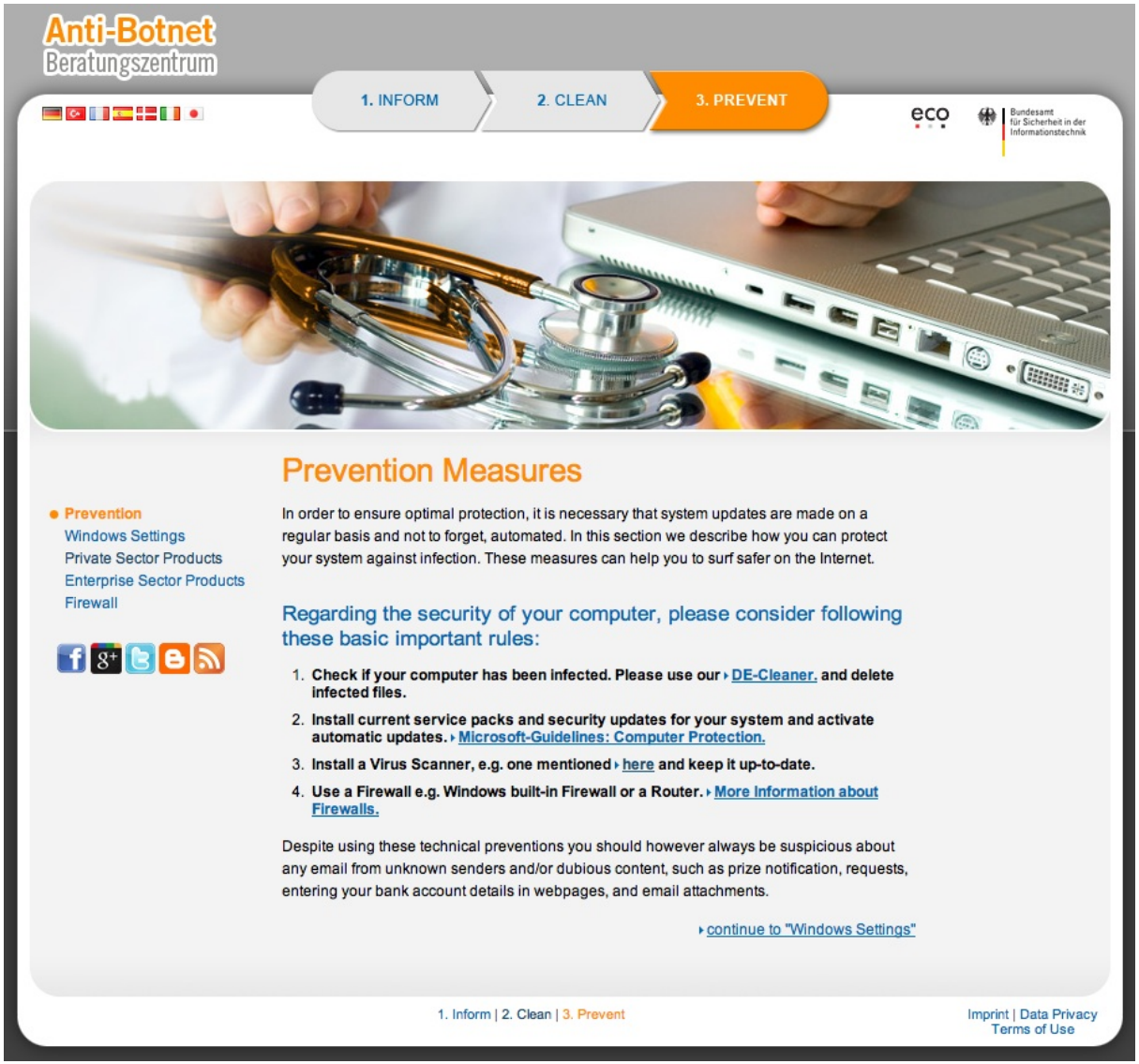

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Inform → Clean → Prevent

1. **Check** Computers on a regular basis
2. Install actual **Service-Packs and Security Updates** for that operating system including all other application software
3. Installation and regular updates of an efficient **Anti-Virus Scanner**
4. Use a Personal **Firewall** i.e. Windows built-in Firewall or a router Firewall

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Partner

ISP participants and others

Customer info

- 1 & 1, GMX & Web.de
- Deutsche Telekom
- Vodafone
- Kabel BW
- Netcologne
- QSC
- Versatel
- Unitymedia
- VZ-Netzwerke

Support hotline

- 1 & 1, GMX & Web.de
- Kabel Baden-Württemberg
- Unitymedia
- VZ-Netzwerke

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In short participating Financial Service Providers

signed agreements with / currently being implemented:

- SSK Solingen
- Naspa
- KSK Köln
- SK Nürnberg
- SK Radevormwald
- KSK Euskirchen

Partner

- DE-Cleaner provided by Avira (since Mar 2011), Kaspersky (Dec 2010) and Norton/ Symantec (Sept 2010)
- DE-Cleaner System Rescue CD i.e. Anti-Bot-CD: Avira, BSI, Computerbild and eco

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Statistics (15th Sept 10 – 31th Mai 2012)

- **Website Access botfrei.de:**
  - **2,360,606** visitors (10.244.356 page impressions) .

- **blog.botfrei.de** (starting 1st June 11)**:**
  - **4,2561,490** visitors

  forum.botfrei.de (starting 1st September 11)**:**
  - **725,623** visitors (support-requests: 29.895)

- **Activations of the provided DE-Cleaners:**

  1.391.302 downloads & activations

- Tickets in ticket system = notified end users: **382,493**
  Less than 2% need telephone support (4549 calls, 2249 email requests)
  Call duration on average: **10:59** Min.

- **bka-trojaner.de**
  - provides detailed information and instructions on cleaning a bka- & gema-trojan (winlocker/ransomware) infected PCs
  - 613,144 visitors since 29th November 2011
- **dnschanger.eu**
  - WebService with near-live data from Rogue DNS Servers (investigated and overtaken by the FBI/US Gov)
  - Clean: system-dependent guidance
  - 518,662 Visits since 14th December 2011

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Statistics: Avira DE-Cleaner Logfile Analysis

Sample month: March 2012:

- scanned Systems: 17,804
- not infected Systems: 10,832
- infected Systems: 6,972 **(= 39.16%)**
- Total infected files: 44,251
- infected files per System on average: 8.5

next steps

ACDC will rock over Europe …
… to fight botnet!

if European Commission agrees ...

next steps

Advanced Cyber Defence Center:

28 partners | 14 member states
8 national support centers

budget: 15,5 million

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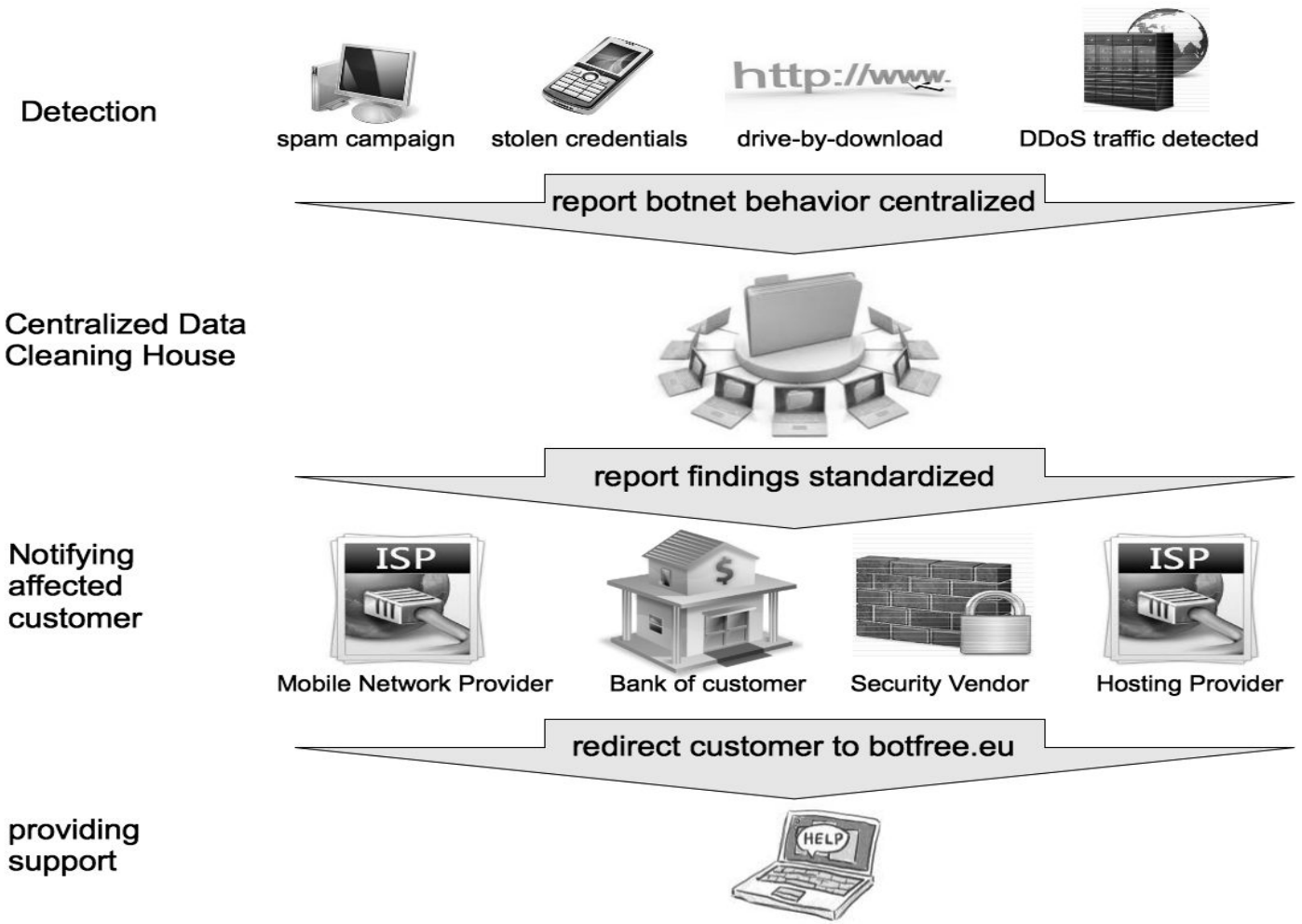

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multi-channel data collecting:

honeypot / drone

various sensors

user reports

delivering data

centralized data clearinghouse:

- an approach of collaboration
- different entities working on same data feeds

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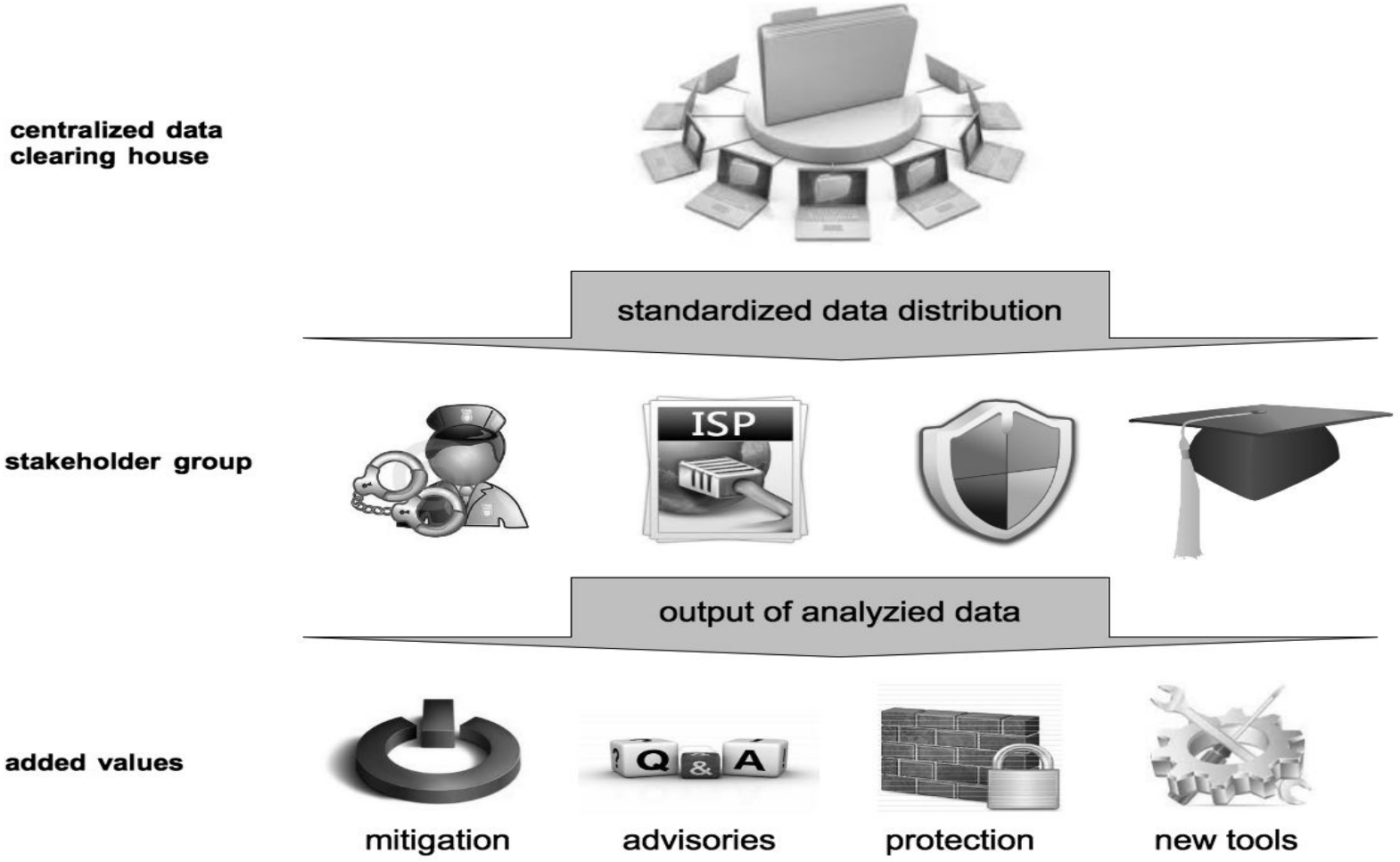

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reveiving data about infected customer device

identifying & notifying customer

in BU zu Thorsten

mitigation

pointing to national support center

botfree.eu

Customer self care
- step-by-step advisories

Individual support:
- call center
- live chat / email
- forum support

Tools:
- desinfection
- to report abuse

Prevention:
- soft- / hardware
- advisories
- warnings

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